

# Shares with Idaho

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Senior Health Insurance Benefits Advisors (SHIBA) Program

## PC Possible

News Release  
February 26, 2008



The Idaho Department of Insurance SHIBA Program (Senior Health Insurance Benefits Advisors) is launching its new PC Possible program, bringing cutting edge technology through the use of computers into senior centers throughout Idaho.

PC Possible gives senior centers the opportunity to provide onsite Medicare assistance through trained SHIBA volunteers. Seniors will have internet access for Medicare information on MyMedicare.gov. Genii Hamilton, SHIBA director, hopes to furnish computer labs for 120 senior centers throughout Idaho. "Some rural communities have no other access to SHIBA counseling," said Hamilton.

SHIBA will use federal grant money to furnish computers, printers and internet access to centers. Dell Inc. has partnered with SHIBA to provide equipment at a discounted price as well as technical support for these centers.

Senior centers receiving the computers will be required to provide a volunteer who will be trained by SHIBA to counsel seniors on Medicare issues. Centers must also provide counseling space and have their site listed on the 2-1-1 CareLine. When these computers are not being used for counseling, seniors will be able to use them for other purposes.

Early in February, letters were mailed to senior centers

throughout the state explaining PC Possible. In response to the letters, Hamilton says plans are under way to have 50 computer counseling sites set up by the end of March and more sites in the coming months.

PC Possible was the brainchild of a SHIBA volunteer in the Caldwell senior center. The volunteer acquired donations of computers and equipment from local businesses to set up the first senior computer lab.

### Position Available

**Person with sunny disposition to assist people with Medicare issues**



**Volunteer Site:** Local senior center

**Hours:**

Scheduled at your convenience

**Equipment:**

New high speed computer with internet access

**Benefits:**

Increased Medicare knowledge and opportunity to meet new people in the community

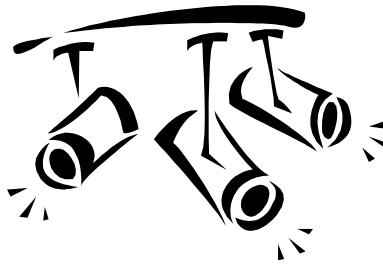
**Pay:**

No monetary benefits but great rewards of thankful seniors, happy smiles and the warm feeling of serving others

**Apply:**

Contact your local Senior Center or SHIBA (Senior Health Insurance Benefit Advisors) 1-800-247-4422

volunteer



spotlight

## Making a Difference

By Susan Stricker, SHIBA Coordinator

*"A volunteer is a person who can see what others cannot see; who can feel what most do not feel. Often, such gifted persons do not think of themselves as volunteers but as citizens—citizens in the fullest sense, partners in civilization."* - Anonymous

It is impossible to recognize only one person when thinking about generosity in a volunteer sense. In south-east Idaho, we have been blessed to have a network of gifted volunteers/advocates. These enthusiastic people have helped build the foun-

dation of the SHIBA program. Working with Medicare's Part C and D (Medicare Advantage Plans and prescription drug coverage) has been, and continues to be, the most difficult endeavor that we at Idaho SHIBA have ever been given. Volunteers have joined during this most overwhelming task introducing, educating and enrolling thousands of Medicare recipients in our region.

Many of our community members approached us and asked to assist in any way. Some began by distributing information to every hospital, physician and pharmacy in our sixteen-county area. Others set up speaking and

educational seminars throughout the region to enlighten anyone who would listen. Enrollment sites were developed, set up and continue to be managed giving local support. Overflow and follow-up calls were made, allowing us to fulfill our commitment to provide assistance to every Medicare beneficiary possible.

When May 15, 2006, came and went, they did not hang up their hats. New folks have joined our crusade and everyone has committed countless volunteer hours—wrapped like gifts to their communities.

May the garden of friendship be forever green!

## Romey Saville

By Karen Clark, SHIBA Coordinator

Romey Saville became a SHIBA volunteer in November 2007. After retiring, she and her husband moved from Logan, Utah, to Wilder in September 2007 to be closer to some of their children and grandchildren.

Romey has worked as an RN all of her professional

career, primarily in supervisory positions. For the past seven years she was employed as the In-Home Services Coordinator and RN Case Manager for the Bear River Area Agency on Aging which provides services to northern Utah. In addition to her other responsibilities in this agency, Romey also provided health insurance counseling to Medicare beneficiaries as a SHIP



*It's not about what you have or what you've accomplished. It's about who you've lifted up and made better. It's about what you've given back.*  
~ Denzel Washington, *A Hand to Guide Me*

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## Romey Saville

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counselor. Since the inception of Medicare Part D, Romey and the approximately ten other SHIP counselors in their area provided counseling to over 2,500 individuals.

Since becoming a SHIBA volunteer in Idaho, Romey has had the opportunity to assist not only with counseling but also with billing problems in the Nampa, Caldwell and Homedale areas. One rewarding situation that stands out for her was assisting an individual who had both Medicare and Medicaid. The individual was illiterate, and an insurance agent had enrolled her in a Medicare Advantage plan instead of a Part D stand-alone prescription drug plan which resulted in her being charged co-pays for all of her medical care. Through SHIBA, Romey was not only able to enroll the individual in a Part D stand-alone plan and disenroll her from the Medicare Advantage plan but also worked with multiple providers to bill Medicaid instead for all the co-pays.

Romey finds being a SHIBA volunteer very satisfying and a great way to use her previous experience to contribute to others in a positive way. Romey has been a valuable asset to the SHIBA program, and we thank her for all of her hard

work and willingness to help out wherever and whenever needed!

## George Schwindeman

By Tamara Stricker, SHIBA Coordinator

*"Volunteering freely to others is one of the noblest of human enterprises" - Anonymous.*

Across the United States, volunteers share their time and talent to help build stronger communities and Rupert, Idaho, is no exception.

For the past 22 years, George Schwindeman has been the "King-of-SHIBA" in the Mini-Cassia area and beyond. George was in on the ground floor helping to bring the program to our state by lobbying legislators back in 1986. In those days, Idaho had a strong senior lobby, and George was a big part of that movement. He has continued for decades, advocating for seniors and becoming a force to be reckoned with.

George's efforts are guided by his strong convictions. "I think that helping others in turn helps ourselves," said Schwindeman. During George's seven

months in the Countryside Rehabilitation Center while recovering from an injury, he set up an office in his room at his own expense to continue counseling Medicare beneficiaries. Upon returning home he resumed his weekly duties as a SHIBA volunteer in his office at the Minidoka County Senior Center. Volunteering for others is what motivates him to keep going and helped his recovery.

As if George's volunteering for the SHIBA Program was not enough, he unselfishly serves as a veteran's advocate. He not only assists with veterans' issues but organizes and participates in military funerals. George's patriotism and devotion to his country are second-to-none.

With George's infinite wit and sense of humor he can follow up almost any conversation with, "Now that's a leading question," immediately followed by his distinctive little giggle. George's spirit, spunk and unfailing jocularly make him welcome in any setting. I can honestly say I am the SHIBA Coordinator I am today because of my mentor and friend, George Schwindeman.

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*There is a destiny that makes us brothers; None goes his way alone. All that we send into the lives of others comes back into our own. ~ Edwin Markham*

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## Delitha Kilgore

*By Johanna Castle,  
VISTA/SHIBA Coordinator*

Delitha Kilgore has been a valued volunteer with the SHIBA program since Medicare Part D came into effect in 2005.

Delitha was born in Grace, Idaho. She is a graduate of the University of Colorado. She came to Lewiston in 1977 and became involved in many civic efforts. She was mayor of Lewiston for two terms, 1980 to 1982 and 1988 to 1991. She says she enjoyed making things happen.

Delitha became involved with SHIBA while helping her

mother struggle with the ins-and-outs of Medicare.

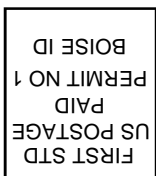
Delitha enjoys working with the SHIBA program. She says it gives her great satisfaction helping people interpret the complex rules of Medicare and sort through the myriad of insurance plans to find one to fit their needs.

## Vida Bevans

*By Karen Henriksen, SHIBA Coordinator*

Vida Bevans is a familiar face on Fridays in the Coeur d'Alene SHIBA office. Always dressed in snappy purple dresses, Vida arrives cheerfully at 8:00 a.m., ready for a day of data entry and

phone answering. Vida has been providing administrative assistance to the Coeur d'Alene office since 2006, entering the bulk of customer contacts for the region's Volunteer Service Coordinators into SHIPTalk. Prior to volunteering in our office, Vida worked as a culinary instructor in Alaska until an automobile accident disabled her. In addition to volunteering with SHIBA, Vida enjoys quilting and cooking, especially for her large "family" of church members.



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